KANSAS DEPARTMENT OF CORRECTIONS

	INTERNAL MANAGEMENT POLICY AND PROCEDURE	**SECTION NUMBER** 05-145	**PAGE NUMBER** 1 of 3
		SUBJECT: **INFORMATION TECHNOLOGY AND RECORDS:** **Customer Service CenterSystems Administration**	

Approved By:	
[signature] **Secretary of Corrections**	**Original Date Issued:** 09-21-02
	Current Amendment Effective: 08-07-04
	Replaces Amendment Issued: 03-21-03

Reissued By: *[signature]* **Policy & Procedure Coordinator**	The substantive content of this IMPP has been reissued as per the appropriate provisions of IMPP 01-101. The only modifications within the reissue of this document concern technical revisions of a non substantive nature. **Date Reissued:** 09-19-11

POLICY

The Department of Corrections shall provide information technology assistance to the departmental divisions, facilities, and parole regions in matters of Information Technology through the establishment of a Customer Service CenterCall Center. Requests for assistance involving equipment or system related issues shall be processed by designated staff or through direct contact by staff to Customer Servicethe Call Center, as determined by the nature of the problem encountered and the type of information required.

The Department of Corrections shall establish and maintain a system of network and physical security consistent with the requirements of the Federal Bureau of Investigation, KCJIS Advisory Board, and the Kansas Bureau of Investigation (KBI) to ensure that access to or modification of KCJIS sensitive data shall be made only by authorized users. All personnel with any level of KCJIS access shall be trained on privacy and security issues regarding the use of information obtained from the system.

DEFINITIONS

Central Office Customer ServiceCall Center: An Central Office area staffed by Information Technology staff designated by the Information Resource Manager to handle specific requests for information technology assistance.

Customer ServiceCall Center Referral Form: A form used by Customer Service Call Center staff to which is referred requests for IT assistance to designated Information Technology support staff .for use in repair/correction and/or tracking of a problem directed to the Call Center.

Designated Staff: A contact person who is responsible for processing requests for Information Technology assistance.

Information Technology Problem Types: For the purposes of this IMPP, information technology problems shall be categorized as follows:

Type 1   Data circuits, vVoice mail, two-way radios, and telephone equipment (excluding inmate phones).

Type 2   Technical and system administration issues and requests relating to the below applications:

      1.   Offender Management Information System (OMIS)

2. Total Offender Activity Documentation System (TOADS)

3. Kansas Adult Supervised Population Electronic Repository (KASPER)

4. Electronic Medical Records

5. Electronic Photographic Imaging Management System

6. Document Imaging System

7.Department level internet and intranet web services

Type 3 Microcomputer software (e.g., word processing, spreadsheets, presentation software, approved specialize software, etc.)

Type 4 Computer hardware (including AS/400 and microcomputer).

PROCEDURES

I.   Designated Staff Responsibilities

A.   Designated Staff

1.   Each facility/parole region Information Technology (IT) representative shall be responsible for procproviding IT assistance and/or information to staff in their immediate facility/parole regionessing for types 1, 3 and/or 4 requests for assistance and/or information to the Central Office Call Center and for providing assistance to staff in their immediate facility/parole region with regard to computer software questions.

a.   1.   Designated staff requesting assistance on Type 1 issues shall have the following pertinent information available prior to calling Customer Service:

(1)   Name, phone number of facility/parole office, and contact person;

(2)   A detailed description of the assistance needed for problem; and,

(3)   Type, model, and serial number of the equipment (if hardware is involved).The facility Information Technology representative shall be responsible for contacting the Central Office Call Center for all Type 2 problems.

2.   Facility/parole staff shall be directly responsible for contacting the Central Office Call Center for all Type problems.

a.   a.   Information Technology staff shall be the only authorized person in the facility/ parole region to report Type 1, 3, & 4 problems to Customer Service.the Central Office Call Center Whenever possible, facility/parole region IT staff shall attempt to resolve Types 1, 3, & 4 issues prior to contacting Customer Service.

b.   Any facility/parole region contacting Customer Service the Call Center without following the specific facility/parole region guidelines shall be referred back to their own facility/parole region designated staff.

c   The facility/parole region designated staff shall attempt to resolve all problems prior to contacting Customer Servicethe Call Center.All Central Office staff shall be designated and are authorized to contact the Central

Office Call Center directly with requests for assistance with information technology inquiries, concerns, and/or problems.

C.4. Each facility/parole region shall establish procedures for the repair/correction of Information Technology problems.

5. All IT support staff are responsible for responding to requests for IT assistance and/or information in a timely manner.

6. Network administrators and designated persons are required to notify Customer Service of practices and procedures to resolve information systems problems.

B. Customer Service

1. Customer Service shall provide IT assistance or information to the following

a. All users requesting Type 2 assistance and/or information

b. All designated IT staff requesting Type 1, 3 or 4 assistance and/or information, when appropriate.

c. All Central Office and KPB users requesting Type 1, 3 or 4 assistance and/or information.

d. Customer Service shall refer specific requests for assistance and/or information to other Central Office IT support staff as needed.

e. Customer Service shall maintain a computerized log recording all requests for assistance.

(1) The log shall include at a minimum: the IT support staff to whom it was referred, the nature of the request, subsequent transactions and resolutions.

. The Central Office Call Center staff shall maintain a computerized log of all transactions and resolutions.C. Users

1. All Central Office staff shall be designated and are authorized to contact Customer Service directly with requests for assistance with all information technology inquiries, concerns, and/or problems.

2. Facility/parole staff shall be directly responsible for contacting Customer Service for all Type 2 problems.

II. Notification Process

VI. Kansas Criminal Justice Information System Training

A. All personnel shall be trained, within six (6) months of election, selection or assignment, on privacy and security issues regarding the use of the information.

1. All personnel shall sign an Awareness Statement, Attachment B (Form #05-145-002), acknowledging that they understand the penalties and/or circumstances constituting the misuse of this information and filed in accordance with paragraph V.A.2 above.

2. The facility/parole office TAC shall retain the statements.

3.   The statements shall be provided upon request during audits.

4.   The facility/parole office TAC shall maintain complete documentation of all training received.

5.   Training documentation shall be provided upon request during audits.

B.   Within six (6) months of election, selection or assignment, criminal justice administrators and personnel who supervise employees who either use workstations access KCJIS or have access to KCJIS information, shall obtain training concerning capabilities of the KCJIS network, regulations, policy, audit requirements, sanctions, and related civil liability risks.

1.   The facility/parole office TAC shall maintain complete documentation of all training received.

2.   Training documentation shall be provided upon request during audits.

3.   Records of this training shall be kept in the security audit log.

C.   All KCJIS workstation users and agency technical support personnel shall be provided network security awareness training within six (6) months of their employment or assignment.

1.   The facility/parole office TAC shall maintain complete documentation of all training received.

2.   Training documentation shall be provided upon request during audits.

D.   All KCJIS workstation users shall be trained to their level of access within six (6) months of employment or assignment.

1.   All full access operators shall pass the NCIC certification test given by the Kansas Highway Patrol.

a.   This certification shall be renewed every two (2) years.

b.   The facility/parole office TAC shall maintain a record of all NCIC certifications by operator name and certification date.

c.   If the certification expires, the operator shall not be allowed on the network until re-certification is completed.

2.   The employing agency or the KHP shall certify all less than full access operators.

a.   This certification shall be renewed every two years.

b.   All facility/parole office certification programs shall be submitted to the Agency TAC for review and approval.

c.   Less than full access operators shall pass a test instrument approved by the KHP.

(1)   Instructors for the less than full access operator certification program shall maintain a current NCIC full access operator certification and shall have successfully completed, at a minimum, training of trainers for part-time trainers.

d.   The facility/parole office TAC shall maintain complete documentation of all training provided.

e.   Training documentation shall be provided upon request during audits.

f.   Annually, either on or the first work day following July 1st, a list of all less than full access operators and the dates of their certifications will be provided to the Agency TAC for furtherance to the CTO.

E.   All KCJIS non-workstation users with the need to access NCIC information (referred to as practitioners) shall receive training in accordance with their assigned duties as described below:

1.   All law enforcement officers, within six (6) months of employment or assignment, shall receive basic training on NCIC matters adhering to the minimum curriculum recommended by NCIC to ensure effective use of the system and compliance with NCIC policies and regulations.

a.   Law enforcement personnel are defined by NCIC to include corrections officers and parole officers.

b.   The facility/parole office TAC shall maintain complete documentation of all training received.

c.   Training documentation shall be provided upon request during audits.

2.   All other criminal justice employees, such as records clerks and attorneys, shall receive appropriate training within six (6) months of employment or assignment.

a.   The facility/parole office TAC shall maintain complete documentation of all training received.

b.   Training documentation shall be provided upon request during audits.

F.   All training in CJIS/KCJIS/NCIC shall be approved in advance and in writing by the Agency TAC.

G.   All training taught by KDOC personnel shall include written lesson plans, course objectives, and instructor evaluations that shall be filed with the facility/parole office staff development unit.

H.   All training taught by non-KDOC personnel shall include an outline, agenda or other items to describe the training issues covered that shall be filed with the facility/parole office staff development unit.

VII.   Kansas Criminal Justice Information System Audit Policy

A.   Periodically, the KHP will conduct audits to assure compliance with established policies.

1.   The following areas may be reviewed during on site audits:

a.   Network Security;

b.   Personnel Security;

c.   Physical Security;

d.   Technical Security;

        e.   Training Issues;

        f.   Administrative Security;

        g.   Information Quality;

        h.   Dissemination;

        i.   Validation Review;

        j.   NCIC Quality Assurance; and/or,

        k.   Kansas Hot Files Quality Assurance.

B.   Should a facility/parole office receive a final audit report noting any area of noncompliance, the facility/parole office administrator shall respond in writing within 25 days to the Agency TAC.

        1.   The Agency TAC shall forward a copy of the facility/parole office response to the NCIC CTO or designee.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS REQUIRED

None.

REFERENCES

KSA 21-3902, 22-4701, 38-1501 et seq., 38-1601 et seq.
IMPP 05-171

ATTACHMENTS

Attachment A - Information Technology Services Access Agreement - 2 pages
Attachment B – User Network and Communications Awareness Statement – 2 pages

Kansas Department of Corrections

Information Technology Services Access Agreement

SENT THRU: **Local Network Administrator**   TO: **Customer Service – CO 785-296-8456 fax**

EMPLOYEE START DATE: _____   FACILITY/OFFICE/UNIT: _____

LAST NAME: _____   FIRST NAME: _____

POSITION/TITLE _____   PHONE # _____

SUPERVISOR'S NAME: _____

PLEASE CHECK ONE: ☐ Add   ☐ Remove   ☐ Name change

☐ Existing User   Change access, same as user:_____

☐ New User   Needing access like existing user:_____

☐ Replacement   Is replacing user: _____

OMIS Access:		check one		TOADS Access:	check one
Classification:	☐PO	Parole		☐ Parole	
	☐BK	Banking/Accounting		☐ Facilities/Central Office	
	☐CA	Classification Admin.		☐ Community Corrections	
	☐CR	Classification/Records			
	☐DR	Disciplinary		Start Date: _____	
	☐EC	Evaluation Staff		*(New TOADS users only)*	
	☐FA	Fac. Management			
	☐II	I & I		Email address: _____	
	☐GT	Good Time		Caseload? ☐ NO ☐ YES	
	☐RD	Reports & Display		If YES, Officer # _____	
	☐IS	Info. Technology			
	☐ MD	Medical/MH		**Access Level:** *(check one)*	
	☐ PG	Programs		☐ View Only	
	☐ UA	Urinalysis Entry		☐ Data entry in all databases	
	☐ UT	Unit Team		☐ Data entry in only these areas/databases:	
	☐ Canteen	View Only		*i.e. I create pay stubs and interventions only*	
	☐ Other			_____	
Printer ID:	*if printer used* _____				

RDU users only:	*check one category*		
	☐ Investigator & Counselors	☐ Records	
	☐ Medical Staff	☐ Psychologists	
	☐ Education	☐ Psychiatrist	
User suffix: _____ *(i.e. DR.)*		**Prepared for:** _____	

Form 05-145-001:   Destroy if updated/Destroy 3 years after last employment

Please indicate the services to begin or to terminate.

Electronic Mail	Begin	End
e-mail		
Calendar		
Tasks		
Private Folders		
Other:		

Enterprise Photographic Imaging Management System	Begin	End
Inmate Photos		
Staff Photos		
Visitor Photos		
Web Access		
Other:		

Timekeeping, Staff Accountability and Pay Services	Begin	End
KRONOS		
SHARP		
Employee Picture View		
Other:		

Digital, Audio and Video Conferencing Services	Begin	End
Inmate Photos		
Staff Photos		
Visitor Photos		
Web Access		
Other:		

Telecommunications	Begin	End
Staff Phones		
Cellular Phones		
Data Network		
Inmate Phones		
Other:		

Electronic Medical Records	Begin	End
Input Data		
Reports		
Technical Support		
Other:		

DOCNET	Begin	End
Public Internet		
Intranet		
Extranet		
Other:		

Kansas Criminal Justice Information System	Begin	End
Live Scan		
KASPER		
NCIC/III/NLETS		
KCJIS Web Portal		
Other:		

Budget, Acquisition and Asset Management Services	Begin	End
STARS		
Budget Management System		
Facility Management System		
Other:		

Kansas Correctional Industries Support	Begin	End
Job Tech		
KASS		
KCI VPN		
Federal Surplus Property		
Other:		

Network Services	Begin	End
Workstation Support		
Network Printing		
Remote Access		
Inmate Network Support		
VPN		

Training System	Begin	End
Training Reporting		
Distance Learning		
Other:		

Inmate Document Imaging	Begin	End
View Access		

Approved By:

_____ _____ _____ _____
Authorized Signature   Date   Printed Name   Position